REMARKS

Claims 1-19 are of record.

Claim 8 has been amended to clarify the language questioned by the Examiner.

Claim 12 is objected to based on what the Examiner considers to be an absence in the disclosure of a teaching of limit on monetary fund expenditure. This was intended to mean that a designated user of an entity, e.g. a tenant entity, had authority to make a request for only up to certain dollar limits. Reference is made, for example, to the first full paragraph of page 23 of the Specification, where an example is given for Cindy, an office manager (user) of a tenant entity that has the authority to make service requests for up to $1,000. It is submitted that this feature is fully disclosed.

Claims 1-6 and 9 are rejected as anticipated by Gale, et al., U.S. 6,334,107 under 35 U.S.C. §102. Claims 7-8 and 10-17 are rejected as being obvious over Gale under 35 U.S.C. §103. Claims 10-14 are rejected as being obvious over the combination of Gale in view of the HomeGain.com Inc. publication, while claims 15 and 19 are rejected as being obvious over Gale in view of the IBM publication.

Main claim 1 of the application has been amended to incorporate some of the features of claim 3 (a user profile is associated one of a tenant entity or property manager entity), 9 (the database includes at least one vendor entity that is to perform a service for the property), 12 (the step of a user of a tenant entity or property manager entity requesting a service for a space of the property), and 14 (the step of maintaining the status of the fulfillment of the service request). The remaining original claims have been amended to be more consistent in the use of the term database and to more clearly define the users of the various entities.

Thus, the main claim of the application has been amended to be directed to the feature of the invention involving requests for services that are performed on an interactive manner relative to a space in the property including communication between users of the tenant entity, property manager entity and vendor entity. To summarize, a database has profiles of at least one user of the tenant and property manager entities authorized to request services for the property and one or more vendor entities who are to render services related to the property. With respect to property, at least one user of a tenant entity or property manager entity has the proper authorization to request services for the property. In performing the method of the invention, the service request is routed to a vendor entity and the status of the fulfillment of the request is maintained and made available for review by any of the tenant or property manager. As set forth in new claim 25, the requests can be automatically generated. Specific request formats and communication protocols are set forth in new claims 20-24. All of this is described at pages 27-34 of the Specification.

In essence, the claimed method provides for the coordination of the tasks and resources that make up the business of fulfilling service requests in a property, for example, a multi-tenant commercial office building. The method coordinates the activities of tenants, property managers and vendors. In the preferred embodiment, all of the entities associated with the property communicate with each other using electronic resources such as the Internet and wireless communication. In addition, as set forth in many of the dependent claims, the owner entity has the capability of overview of the situation in a single or multi-property environment. None of these features are taught or suggested in Gale and the other cited references.

The principal reference to Gale is basically a passive, accounting type system for managing a multi-tenant property. Various files are set up for the property as can be displayed. The

files include the different units of the property (Fig. 14), tenants or residents (Fig. 13), rent roll and

unit rent analysis (Figs. 15-17) and payment (Fig. 1). There are also various cash accounting

screens (Figs. 19-22). The person managing the property calls up a menu of the various screens and

selects one of the listed options to obtain information and/or enter data. There is no teaching or

suggestion of the method of the subject invention set forth in claim 1 having the features discussed

above of an interactive system that includes vendors responding to requests made by tenants and/or

property managers and maintaining the status of the fulfillment of the requests. As explained above,

this method affords substantial advantages in the management of a property. Therefore, claim 1 and

the other claims of the application which are all dependent from claim 1 define a novel and

advantageous method and should be allowed.

A new claim 26 is added which depends from claim 1. This further defines the step

of establishing the list of services for the property as including attributing processes for the service

request and business rules. For example, in the attribution of assigning processes, one type or

service is handled differently from another, for example, a two step approval requirement of both

the tenant and the property manager or a single approval by one of the tenant or property manager.

The business rules include imposing monetary limits placed on the uses making the service request.

For example, a tenant user can request only certain services and only with a defined monetary limit.

A property manager would have broader authority. These further features also are not taught or

suggested in the art of record. This provides a further basis for the allowability of claim 26.

Claims 10-14 stand rejected over Gale in view of HomeGain.com. The latter

publication was cited for the teaching of conducting the business over the Internet. The

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combination of HomeGain.com with Gale still does not teach or suggest the novel subject matter of amended claim 1, from which these claims depend.

Claims 15, 18 and 19 stand rejected over Gale in view of the IBM publication (IBM). IBM was cited for the teaching of assigning an Internet domain name. Here also the combination of IBM with Gale still does not teach or suggest the novel subject matter of amended main claim 1, from which these claims depend.

The other art cited has been considered and is not deemed pertinent.
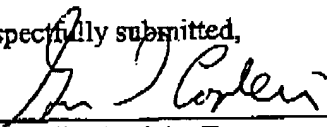
Accordingly, all of the claims now in the application patentably distinguish over the art of record and should be allowed.

In view of the above, each of the presently pending claims in this application is believed to be in immediate condition for allowance. Accordingly, the Examiner is respectfully requested to pass this application to issue.

Dated: August 6, 2003   Respectfully submitted,

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